



**Solicitation Information
August 1, 2014**

RFP# 7548912

TITLE: Department of Human Services, Office of Child Support Services Feasibility Study

Submission Deadline: Wednesday, September 3, 2014 at 10:00 AM (Eastern Time)

PRE-BID/ PROPOSAL CONFERENCE: No

MANDATORY:

If YES, any Vendor who intends to submit a bid proposal in response to this solicitation must have its designated representative attend the mandatory Pre-Bid/ Proposal Conference. The representative must register at the Pre-Bid/ Proposal Conference and disclose the identity of the vendor whom he/she represents. A vendor's failure to attend and register at the mandatory Pre-Bid/ Proposal Conference shall result in disqualification of the vendor's bid proposals as non-responsive to the solicitation.

DATE:

LOCATION:

Questions concerning this solicitation must be received by the Division of Purchases at David.Francis@purchasing.ri.gov no later than **August 12, 2014 at 10:00 AM (ET)**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP# on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: No

BOND REQUIRED: No

**David J. Francis
Interdepartmental Project Manager**

Applicants must register on-line at the State Purchasing Website at www.purchasing.ri.gov

Note to Applicants:

Offers received without the entire completed four-page RIVIP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

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SECTION 1: INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Rhode Island Department of Human Services (DHS), Office of Child Support Services (OCSS), is soliciting proposals from qualified firms to conduct a feasibility study of the State's Child Support Enforcement (CSE) program in accordance with the terms of this Request for Proposals and the State's General Conditions of Purchase, which may be obtained at the Rhode Island Division of Purchases Home Page by Internet at www.purchasing.ri.gov.

The initial contract period will begin approximately November 1, 2014 and continue until completion of all deliverables. It is expected that completion of all task and deliverables will be reached within a twelve month time period; however, the State reserves the right to renew the contract at its sole discretion for one additional 12-month period at no additional cost. This is a fixed price contract.

DHS administers economic support programs including, but not limited to, the Supplemental Nutrition Assistance Program (SNAP), Rhode Island Works, the Temporary Assistance to Needy Families (TANF) program, Child Care, General Public Assistance, State Supplemental Payment, and Child Support.

Rhode Island recently implemented phase 1 of the Unified Health Infrastructure Project (UHIP). UHIP is a two phase project that encompasses both a Health Insurance System and a replacement of the State's existing eligibility system known as InRHODES. The CSE program is an integral part of InRHODES but was not considered to be "in scope" for UHIP. Consequently, DHS is requesting a feasibility study to understand the options available for replacing the current CSE program.

This is a Request for Proposals (RFP), not an Invitation for Bid. Responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Division of Purchases pursuant to this Request, other than to name those offerors who have submitted proposals.

1.1 Instructions and Notifications to Offerors:

1. Potential vendors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
2. Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP will be rejected as being non-responsive.

3. All costs associated with developing or submitting a proposal in response to this RFP, or to provide oral or written clarification of its content shall be borne by the vendor. The State assumes no responsibility for these costs.
4. Proposals are considered to be irrevocable for a period of not less than 60 days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
6. Proposals misdirected to other state locations, or which are otherwise not present in the Division at the time of opening for any cause will be determined to be late and will not be considered. For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Division.
7. It is intended that an award pursuant to this RFP will be made to a prime vendor, or prime vendors in the various categories, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered. Subcontracts are permitted, provided that their use is clearly indicated in the vendor's proposal and the subcontractor(s) to be used is identified in the proposal.
8. All proposals should include the vendor's FEIN or Social Security number as evidenced by a W9, downloadable from the Division's website at www.purchasing.ri.gov.
9. The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.
10. Vendors are advised that all materials submitted to the State for consideration in response to this RFP will be considered to be Public Records as defined in Title 38, Chapter 2 of the General Laws of Rhode Island, without exception, and will be released for inspection immediately upon request once an award has been made.
11. Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.
12. Equal Employment Opportunity (G.L. 1956 § 28-5.1-1, et seq.) – § 28-5.1-1 Declaration of policy – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in

the classified, unclassified, and non-classified services of state employment. This policy applies to all areas where State dollars are spent, in employment, public services, grants and financial assistance, and in state licensing and regulation.

13. In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This is a requirement only of the successful vendor(s).
14. The vendor should be aware of the State's Minority Business Enterprise (MBE) requirements, which address the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information visit the website www.mbe.ri.gov.
15. Under HIPAA, a "business associate" is a person or entity, other than a member of the workforce of a HIPAA covered entity, who performs functions or activities on behalf of, or provides certain services to, a HIPAA covered entity that involves access by the business associate to HIPAA protected health information. A "business associate" also is a subcontractor that creates, receives, maintains, or transmits HIPAA protected health information on behalf of another business associate. The HIPAA rules generally require that HIPAA covered entities and business associates enter into contracts with their business associates to ensure that the business associates will appropriately safeguard HIPAA protected health information. Therefore, if a Contractor qualifies as a business associate, it will be required to sign a HIPAA business associate agreement.

SECTION 2: BACKGROUND

On March 23, 2010, President Obama signed into law the Patient Protection and Affordable Care Act. On March 30, 2010, the Health Care and Education Reconciliation Act of 2010 was signed into law. The two laws are collectively referred to as the Affordable Care Act (ACA).

The ACA provided States with the opportunity to replace existing eligibility systems while developing a computer system in support of the ACA requirements. As such, Rhode Island decided to replace InRHODES, its current fully integrated eligibility system with a new Integrated Eligibility System (IES). InRHODES is a twenty-five (25) plus year old system running on a mainframe environment using ADATABASE and Natural. The end users displays are the “green screens” typically used with older mainframe technology.

The new Health Insurance Exchange (HIX) and IES will be implemented in two phases: core Exchange functionality and MAGI-based Medicaid eligibility determination (Phase 1) was operational October 1, 2013; eligibility determination for non-Magi-based Medicaid and other human services programs, including SNAP, TANF (Rhode Island Works), Child Care, General Public Assistance, and State Supplemental Payments for SSI (Phase 2), will be implemented April/May, 2015.

The Rhode Island Department of Human Services, Office of Child Support Services (OCSS), is responsible for the administration of the state’s Child Support Enforcement (CSE) program. CSE also currently relies on the legacy eligibility system (InRHODES) for its management information and tracking system. As InRHODES is phased out, a new solution for CSE will need to be developed.

OCSS establishes paternity of children, establishes court orders for financial and medical support, modifies or changes the order when appropriate, and vigorously enforces support orders. The Office of Child Support Services promotes the emotional involvement of both parents in the life of the child by working with other state agencies, community groups, schools and hospitals.

SECTION 3: SCOPE OF WORK

3.1 General Scope of Work

The new integrated eligibility system (IES) will be fully implemented on or about April, 2015 leaving the Office of Child Support Services (OCSS) as the only remaining component of the current eligibility system running on a mainframe. This may become cost prohibitive and DHS therefore wants to explore alternatives. The scope of work defined below will require the selected vendor to provide a detailed cost benefit analysis as to a recommendation. The successful vendor for this project will also be prohibited from bidding on any RFP's that are byproducts of this award.

The successful vendor must be proficient in the regulations pertaining to Child Support System Feasibility Studies, Advanced Planning Documents, Federal Funding Requirements, OCSE System Certification Guide, and other regulations and federal requirements in order to obtain and certify a child support computer system as required by the Administration for Children and Families - the Office of Child Support Enforcement (OCSE). The vendor must provide the requirements with each option explored and be able to provide a roadmap to the state for each option explored. Proficiency shall be demonstrated in responses to the RFP.

The successful vendors staff assigned to this project will be expected to be on site for the duration of the project. As well as be available for calls and meetings at the discretion of the State.

The vendor must evaluate systems recently implemented by other States that have passed Federal Certification Requirements as specified in the OCSE Security Guide and include but are not limited to the following functionalities:

- Business Intelligence Capability
- Predictive Analytics
- Dashboards for child support employees that provide information on their caseloads and prioritize work according to federal performance measures.
- Dashboards for management reports at IV-D Director level, Manager level, Supervisor level, Worker level, and finally case level.
- Accounting reports for account reconciliation, and escheatment
- Federal Report generation
- Automation of all administrative enforcement, and pleadings
- Integrated system with the Court for electronic pleadings, calendar generation and preparation, order entry
- Imaging capability
- Ability to incorporate current web based functions performed by vendors including insurance intercept, bank liens, medical match, new hire reporting, State Disbursement Unit, Distribution through Kids Card debit card.
- Integration with Voice Response System

- Ability to automate functions such as early intervention, contact with customers through social media, electronic wage withholding, notification of court dates and appointments through texting.
- Meet all required Federal and State security and confidentiality requirements
- Coordination with the Family Court Electronic Filing Requirements
- Generation of court pleadings and court calendars
- Automation to perform order entry and related functions

3.2 Specific Activities / Tasks

Evaluation of Options

Since OCSS is also an integrated part of InRHODES and it will not be included as part of the new IES, the purpose of this RFP is to choose a vendor to document all available options, to perform an extensive cost benefit analysis off all of the options, meet the federal requirements outlined in 45 CFR Section 307 to prepare the Advanced Planning Document to obtain federal funding, and other requirements as described in the scope of work and deliverables, and to make a formal written recommendation as to the direction the State should pursue. As part of this requirement, the successful vendor will be required to perform the following:

- Review and document the existing requirements, business practices, policies, work flow, manual and automated processes, etc.
- Review InRHODES and document the existing functionality as a minimal standard
- Review and document all incoming and outgoing data feeds from InRHODES as they pertain to Child Support, including but not limited to, source of data feed, descriptions, frequency, data elements, etc.
- Review the federal requirements in the Federal Systems Certification Guide for Child Support for full compliance
- Describe each system including the solution of enhancing the system currently in place
- Consider including the advantages of selecting the proposed solution

Once the above tasks are completed, the successful vendor will document and evaluate each of the following options:

- 1) Enhance the new IES to include OCSS requirements
- 2) Develop new stand-alone application and integrate with the new IES
- 3) Migrate (transfer) a system from another State and modify for RI requirements
- 4) Migrate existing system to a new platform
- 5) Any additional options

The successful vendor must identify system constraints and assumptions and include clear documentation supporting the underlying logic to each assumption

3.2.1 Enhance the new IES to include OCSS requirements

The successful vendor should research and provide a thorough analysis for this option including, but not limited to the following:

1. Feasibility of this option
2. Conduct an extensive cost benefit analysis
3. Advantages and disadvantages
4. Detailed description of what will be reviewed
5. Detailed description of how it will be reviewed
6. Duration to complete this option
7. Prerequisites
8. Dependencies
9. Risks
10. Other functionalities as described in general scope of work above

3.2.2 Develop new stand-alone application and integrate with the new IES

The successful vendor should research and provide a thorough analysis for this option including, but not limited to the following:

1. Feasibility of this option
2. Advantages and disadvantages
3. Detailed description of what will be reviewed
4. Detailed description of how it will be reviewed
5. Duration to complete this option
6. Conduct an extensive cost benefit analysis
7. Prerequisites
8. Dependencies
9. Risks
10. Other functionalities as described in general scope of work above

3.2.3 Migrate (transfer) system from another State and modify for RI requirements

The successful vendor should research and provide a thorough analysis for this option including, but not limited to the following:

1. Feasibility of this option
2. Advantages and disadvantages
3. Detailed description of what will be reviewed
4. Detailed description of how it will be reviewed
5. Duration to complete this option
6. Conduct an extensive cost benefit analysis
7. Prerequisites
8. Dependencies

9. Risks
10. Does the system meet the requirements as described above in the general scope of work
11. Availability via public domain
12. Platform
13. Operating System
14. Database
15. Programming Language
16. Other functionalities as described in general scope of work above

Successful vendor to, at vendor's expense, travel to up to three other mutual agreeable States, similar to Rhode Island, to make on-site evaluations of the other states' existing systems.

3.2.4 Migrate existing system to a new platform

The successful vendor should research and provide a thorough analysis for this option including, but not limited to the following:

1. Feasibility of this option
2. Advantages and disadvantages
3. Detailed description of what will be reviewed
4. Detailed description of how it will be reviewed
5. Duration to complete this option
6. Conduct an extensive cost benefit analysis
7. Prerequisites
8. Dependencies
9. Can the system be enhanced to meet the requirements as described above in the general scope of work
10. Risks
11. Other functionalities as described in general scope of work above

3.2.5 Any additional options

The successful vendor should research and provide a thorough analysis for this option including, but not limited to the following:

1. Feasibility of this option
2. Advantages and disadvantages
3. Detailed description of what will be reviewed
4. Detailed description of how it will be reviewed
5. Duration to complete this option
6. Conduct an extensive cost benefit analysis
7. Prerequisites
8. Dependencies
9. Risks
10. Other functionalities as described in the general scope of work above

3.3 Personnel

At any time during the contract, the vendor must secure written approval from the State prior to making any personnel changes. The vendor shall notify the State 30 day in advance by written notice, of any changes in the personnel assigned to the contract. Qualifications for newly proposed vendor staff must be comparable with those of the personnel being replaced.

3.4 Documentation

The successful vendor will be required to develop RFPs, Advanced Planning Documents and any other State or Federal documentation deemed necessary by the State during the contract period and any extensions.

3.5 Deliverables

3.5.1 Final Report

The final report must be in Microsoft Word. Additionally, it should contain at least the following:

- Table of Contents
- Introduction
- Methodology used
- Detailed analysis of each option
- Contact people with contact information
- Cost benefit analysis
- Summary
- Conclusion with recommended solution
- Description of how each option complies with 45 CFR Part 307 entitled Computerized Support Enforcement Systems and the Federal Certification Guide provisions.

3.5.2 Federal Advanced Planning Document

Once the Final report is delivered and approved by the State, the State will make a decision on which option it will pursue. The selected vendor will be required to complete a draft(s) of any and all Federal and or State Planning Documents.

3.5.3 Production of the Request for Proposal (RFP)

Once the final report is delivered and approved by the State, the State will make a decision on which option it will pursue. The selected vendor will be required to complete a detailed draft(s) of an RFP in the format provided by the State, including but not limited to evaluation criteria.

The selected vendor will be precluded from bidding on, participating in, subcontracting, directing, advising, or otherwise having any involvement in any resulting RFP's.

3.6 Payments

Fifty percent (50%) of the overall project cost will be prorated by month based upon the number of months to complete the project. Twenty five percent (25%) of the cost will be paid upon State acceptance of the final report and the remaining twenty five percent (25%) will be paid upon State acceptance of any and all Planning Documents and any or all request for proposals.

Vendor invoicing will be on a monthly basis.

SECTION 4: TECHNICAL PROPOSAL

Narrative and format: The separate technical proposal should address specifically each of the required elements:

4.1 Staff Qualifications

Provide staff resumes/CV and describe qualifications and experience of all staff who will be involved in this project, including their experience with Human Services and Child Support. Please detail each role proposed for this project, number of hours and duration. Also, please identify key staff that will be assigned to this project. Key staff may not be replaced without the written consent of the State for the duration of this project. All staff are required to work on-site in Rhode Island at the designation of the State.

Each activity defined in this RFP must include, in detail, the experience and skills of the personnel proposed for the tasks described. Successful Vendor agrees that the key personnel and their consistent and uninterrupted service are critical to the performance of the Contract and cannot be removed without the State approval. The State will have the sole right to refuse, without explanation or reason, any personnel assigned to these tasks.

After award of a contract, at any time during the term of the contract, Contractor must secure written approval from the State prior to Contractor making any personnel changes. The State will be notified, by a 30 day advance written notice, of any changes in the personnel assigned to the contract. Qualifications for newly proposed Contractor staff must be comparable with those of the personnel being replaced.

4.2 Capability, Capacity, and Qualifications of the Offeror

Please provide a detailed description of the Vendor's experience with Human Services and Child Support. A list of relevant client references must be provided, to include client names, addresses, phone numbers, dates of service and type(s) of service(s) provided. Please provide a detailed description of other Child Support Programs developed.

4.3 Work Plan

Please describe in narrative detail, how you will perform the scope of work and deliverables as defined in Section 3 of this RFP.

In addition, applicants must provide a detail description for each role proposed for this project, the number of hours by role and a proposed project plan illustrating the beginning and end of each role.

4.4 Approach/Methodology

Define the methodology to be used for the gathering of information, research, documentation, presentation and recommendation as required by this RFP.

SECTION 5: COST PROPOSAL

Detailed Budget and Budget Narrative:

The Cost Proposal must include detailed cost for completing the tasks and all deliverables. The budget narrative should describe the costs to complete each task and a rationale for how each cost was estimated.

Respondents will be evaluated using the formula described in Section 6 for Cost. Respondents must submit their total proposed costs for each of the tasks/deliverable outlined in this RFP along with an overall total for the entire project.

The cost proposal must be in a separate sealed envelope separate and apart from the response to this proposal.

SECTION 6: EVALUATION AND SELECTION

Proposals will be reviewed by a Technical Review Committee comprised of staff from state agencies. To advance to the Cost Evaluation phase, the Technical Proposal must receive a minimum of 56 (80%) out of a maximum of 70 technical points. Any technical proposals scoring less than 56 points will not have the cost component opened and evaluated. The proposal will be dropped from further consideration.

Proposals scoring 56 technical points or higher will be evaluated for cost and assigned up to a maximum of 30 points in cost category, bringing the potential maximum score to 100 points.

The State reserves the exclusive right to select the individual(s) or firm (vendor) that it deems to be in its best interest to accomplish the project as specified herein; and conversely, reserves the right not to fund any proposal(s).

Proposals will be reviewed and scored based upon the following criteria:

Criteria	Possible Points
Staff Qualifications	20 Points
Capability, Capacity, and Qualifications of the Vendor	15 Points
Quality of the Work Plan	20 Points
Suitability of Approach/Methodology	15 Points
Total Possible Technical Points	70 Points
Cost calculated as lowest responsive cost proposal divided by (this cost proposal) times 30 points *	30 Points
Total Possible Points	100 Points

*The Low bidder will receive one hundred percent (100%) of the available points for cost. All other bidders will be awarded cost points based upon the following formula:

(Low bid / vendors bid) * Available points

For example: If the low bidder (Vendor A) bids \$65,000 and Vendor B bids \$100,000 for monthly cost and service fee and the total points available are Thirty (30), vendor B's cost points are calculated as follows:

$$\$65,000 / \$100,000 * 30 = 19.5$$

Points will be assigned based on the vendor's clear demonstration of his/her abilities to complete the work, apply appropriate methods to complete the work, create innovative solutions and quality of past performance in similar projects.

Applicants may be required to submit additional written information or be asked to make an oral presentation before the technical review committee to clarify statements made in their proposal. Applicants may be required to submit additional written information or be asked to make an oral presentation before the Technical Review Committee to clarify statements made in their proposal.

SECTION 7: PROPOSAL SUBMISSION

Questions concerning this solicitation may be e-mailed to the Division of Purchases at David.Francis@purchasing.ri.gov no later than the date and time indicated on page one of this solicitation. Please reference **RFP #** on all correspondence. Questions should be submitted in a Microsoft Word attachment. Answers to questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information. If technical assistance is required to download, call the Help Desk at (401) 574-9709.

Offerors are encouraged to submit written questions to the Division of Purchases. **No other contact with State parties will be permitted.** Interested offerors may submit proposals to provide the services covered by this Request on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases will not be considered.

Responses (**an original plus five (5) copies**) should be mailed or hand-delivered in a sealed envelope marked “**RFP#7548912 Department of Human Services, Office of Child Support Services Feasibility Study**” to:

RI Dept. of Administration
Division of Purchases, 2nd floor
One Capitol Hill
Providence, RI 02908-5855

NOTE: Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or those not presented to the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed, or emailed, to the Division of Purchases will not be considered. The official time clock is in the reception area of the Division of Purchases.

7.1 Response Contents

Responses shall include the following:

1. One completed and signed four-page R.I.V.I.P generated bidder certification cover sheet (included in the original proposal) downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.
2. One completed and signed W-9 (included in the original proposal) downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.
3. **A separate Technical Proposal** describing the qualifications and background of the applicant and experience with and for similar projects, and all information described earlier in this solicitation. The Technical Proposal is limited to fifty (50) pages (this excludes any appendices). Provide, as appropriate, resumes of key staff that will provide services covered by this request.

Vendor's submission should follow the requirements stated in Section 4 of this RFP, be bound, and contain a labeled separator page for each section.

4. **A separate, signed and sealed Cost Proposal** reflecting the total proposed costs for each of the tasks/deliverable outlined in this RFP along with an overall total for the entire project proposed to complete all of the requirements of this project.
5. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in **electronic format (CDRom or flash drive)**. Microsoft Word / Excel OR PDF format is preferable. Only 1 electronic copy is requested and it should be placed in the proposal marked "original".

CONCLUDING STATEMENTS

Notwithstanding the above, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all proposals, and to award in its best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.